

# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

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In Reply To:

9550 (934.TB) P

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Information Bulletin No. MT-2005-041

To: State Management Team

From: Deputy State Director, Division of Support Services

Subject: Customer Survey Quarterly Report

Attachment 1 is the BLM Online Customer Survey Quarterly Report for the first quarter of FY05 (October – December 2004). This report analyzes the feedback from on-line customer comment cards. Customers have the ability to comment on 9 agency activities via an electronic comment card: Rangeland Management, Information/Visitor Center, Land Management Transactions, Mineral Filing and Information, Oil and Gas Operations, Right-of-Way Customers, Recreational Permittees, Recreational and Educational Users, and Wild Horse and Burros.

It is important to note that comment cards that utilize self-selection (respondents decide to participate on their own and are not randomly selected,) often reflect opinions and comments from respondents that are highly motivated by a need, a question, or a negative experience. If a customer does not have a question or a negative experience, he/she is less likely to submit a comment.

Of the 135 comments analyzed this quarter, only 5 percent of the submitted comments pertained to activities identified as being in Montana/Dakotas (7 comments). These 7 comments relate to the following activities: Wild Horse and Burros (see pages 9–11), Recreational Permittees (see pages 17–18), Grazing Permits and Leases (see pages 23–24), and Oil and Gas Operations (see page 25).

Each comment made by the individual customer through the BLM feedback site is delivered directly via email to the BLM Washington Office Management Analyst in Customer Research and to the specific field office if the customer selected a field office. The seven comments received during the first quarter would have been sent electronically to the appropriate program or field office at the time it was received. Any follow up action should be taken at the time the comment is received.

The BLM-feedback site is currently unavailable to our customers due to the Office of Management and Budget clearance that expired January 31, 2005. Please contact Teri Bakken, Supervisory Contact Representative, at 406-896-5069 if you have any questions about the Montana/Dakotas Customer Service program.

Signed by: Sandra C. Berain

Authenticated by: Laura Schmier (MT-932)

1 Attachment

1–[BLM Online Customer Survey Quarterly Report](#) (26 pp)

Distribution w/attms.

Assistant Field Manager, Glasgow Field Station

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